

Library's Operations Continue

Library maintains programs, services, while safeguarding staff.

Librarian of Congress Carla Hayden thanked staff on Friday for carrying forward the Library's mission during the COVID-19 coronavirus pandemic. She spoke on a video recorded in her home – like many Library staff members, she has been working remotely as part of the Library's effort to increase physical distance among staff and reduce the risk of transmitting coronavirus.

"I want to thank you," she said, "for all your hard work and your patience, for your flexibility and your creativity ... during this difficult time."

Despite the many challenges, she said, the Library is accomplishing much. The Congressional Research Service has continued to work around the clock to help Congress, she reported, producing 59 new products in the previous week, updating 59 others and answering 2,000 confidential requests.

The Copyright Office also remains fully occupied, she added, and the Office of the Chief Information Officer is providing "amazing infrastructure that allows us to keep working," including units throughout the Library that continue to be "relevant and important to everyone."

Hayden assured staff that administrative decisions are being made "with your safety and health, your family's safety and health and the



Barbara Bavis

Legal reference librarian Anna Price responds to a reference question about coronavirus relief legislation received through the Ask a Librarian service.

Law Library Adjusts to New Circumstances

Public Services Division librarians continue to field congressional and public inquiries.

BY WENDI A. MALONEY

No matter the hour, when Congress is in session, the Law Library has to have a reference librarian on duty. It's mandated by the U.S. Code.

So, at 9:45 p.m. on March 13, as the House of Representatives put final touches on the Families First Coronavirus Response Act, a law librarian remained in the Madison Building answering questions about how to locate the latest text of the bill.

"Our services are very much in demand," said Andrew Winston,

chief of the Law Library's Public Services Division (PSD). "We stand ready to serve Congress and our other users."

The COVID-19 coronavirus pandemic has forced adjustments to the way Winston's division delivers services – as it has for the rest of the Library – but not to its commitment to doing so.

PSD supports the Law Library's mission to provide authoritative legal research, reference and instructional services and access to unparalleled collections covering the U.S. and every jurisdiction

HAVING TECHNICAL ISSUES?

It is important to report any technical issues you experience to the Office of the Chief Information Officer (OCIO). The OCIO service desk is staffed around the clock with technicians ready to help. Contact ocioservicedesk@loc.gov or (202) 707-7727.

OCIO has developed fact sheets and frequently asked questions to help teleworkers accomplish their work. They are available on the Library's public-facing web page (<https://go.usa.gov/xdtVQ>) in the technology resources section.

LOC LEARN AVAILABLE TO TELEWORKERS

Staff who have Library-issued laptops or who can access the Library's network from their personal computers can use LOC Learn to complete training while teleworking. The site provides access to more than 2,500 online courses, including Records Management Basic Awareness Training, which all staff must complete by Sept. 11.

From a Library laptop:

- Log into the Library's network using VPN.
- Go to <https://loc.sumtotal.host/> to access LOC Learn through a single sign-on without typing your credentials.
- Accept rules of behavior to go to the site's home page.

From a personal computer:

- Go to <https://loc.sumtotal.host/> to access LOC Learn remotely.
- Enter your network name and password (not your PIV pin) as credentials.
- Authenticate through Centrify/Idaptive multifactor authentication.

(Note: Centrify/Idaptive multifactor authentication must be set up initially from inside the Library network.)

To complete Records Management Basic Awareness Training, log into LOC Learn using the instructions above, click on "staff required courses" and select the records management training.

Address training-related questions to cld@loc.gov. Address technical issues to ocioservicedesk@loc.gov or (202) 707-7727.

BUILDING ACCESS UPDATE

Beginning March 30, the all-hours access door to Library buildings moved from the Jefferson Building southeast door to the Madison Building Independence Avenue door. The Jefferson southeast door ceased operation at that time. The Madison Building C Street west door, the Madison garage and the Cannon tunnel are maintaining their schedules as follows:

C Street west door: 6:15 a.m. to 2 p.m. (entrance); 6:15 a.m. to 9:30 p.m. (exit).

Madison garage: Monday-Friday, 6:15 a.m. to 11:30 p.m.; Saturday, 6:15 a.m. to 6 p.m.

Cannon tunnel: Congress in session, 7 a.m. to 7 p.m.; Congress not in session, 7 a.m. to 5 p.m.

GAZETTE

LIBRARY
OF CONGRESS

loc.gov/staff/gazette

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MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at loc.gov/staff/gazette.

GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

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GAZETTE DEADLINES

The deadline for editorial copy for the April 17 Gazette is Wednesday, April 8.

Email editorial copy and letters to the editor to mhartsell@loc.gov and wmal@loc.gov.

To promote events through the Library's online calendar (www.loc.gov/loc/events) and the Gazette Calendar, email event and contact information to calendar@loc.gov by 9 a.m. Monday of the week of publication.

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to mhartsell@loc.gov and wmal@loc.gov.

**Read the Gazette in color
at loc.gov/staff/gazette**

Dav Pilkey Partners with Library

Dav Pilkey, the beloved children's author and illustrator behind award-winning and bestselling book series including *Dog Man* and *Captain Underpants*, is collaborating with the Library to serve children and families online during the coronavirus pandemic.

Starting April 1, Dav Pilkey at Home is featuring new video content Pilkey created on Friday mornings at 8 a.m. on social media channels and the websites of the Library and Scholastic, the global children's publishing, education and media company.

Other fun and free activities are also available online, including how-to-draw demonstrations, read-a-louds and resources from the Library's collections. Additional videos and content will be shared throughout the week and will feature downloadable activities, conversations about books and tips for kids and families to create their own characters and act out scenes from Pilkey's *Dog Man* book series.

Dav Pilkey at Home can be found at:

- Twitter: @LibraryCongress
- Facebook: facebook.com/libraryofcongress
- Library of Congress: loc.gov/engage
- Facebook: facebook.com/scholastic
- Twitter: @Scholastic
- Dav Pilkey at Home: scholastic.com/davpilkeyathome
- Scholastic Learn at Home: scholastic.com/learnathome

The Library will also be featuring other online features and activities for families, including author conversations from past National Book Festivals, informal learning activities connected with Library collections and more. ■



Zachary Wilkins

OCIO technician Oscar Juarez (right) completes the final setup of a laptop for Andrew Robb, head of the Special Format Conservation Section, while Robb looks on from a safe distance.

On-Site Health and Safety Measures

In addition to limiting the number of staff working on-site in Library buildings, the Library has taken steps to protect the health and safety of those who must be on-site, whether they are performing critical work that cannot be accomplished remotely, retrieving work products necessary to telework or getting IT support or equipment.

The Library's chief medical officer, Sandra Charles, and her team are deeply involved in ensuring use of science-based methods and approaches to accomplishing this goal.

Among the measures implemented, the Office of the Chief Information Officer (OCIO) has reduced the number of staff working on-site to the minimum required to support the Library's work and issue new laptops.

Most laptop distribution is happening in LM 532. Staff will see a sign outside that room advising them to wait outside until called, but the outer door will remain open so technicians are aware when staff are waiting.

OCIO is working with service units to schedule staff for laptop pickup

to ensure that not too many are waiting at any given time. Chairs are placed at least 6 feet apart in the hallway to facilitate social distancing for those who wait.

OCIO technicians and supervisors are washing their hands often and are wearing gloves when building and deploying laptops and interacting with staff. They are also regularly wiping down all surfaces and objects, including laptops, to ensure proper sanitation. Hand sanitizer is available where laptops are being built and issued, and OCIO technicians are maintaining 6 feet of separation while working.

Additional space for laptop distribution and service desk support in LM B-15 has been reconfigured to ensure that OCIO can maintain proper social distancing when interacting with staff.

On-site staff are reminded to contact their supervisors immediately if they begin to experience any symptoms of illness and to stay home while they seek medical attention. Supervisors will work with any staff member who becomes ill to ensure that those with whom the ill employee has had close contact can be properly notified. ■

Employee Assistance Program

The Employee Assistance Program (EAP) remains available to Library staff during the COVID-19 coronavirus pandemic. It is free and confidential and provides a wide range of support, including no-cost counseling and referral services; credit counseling; no-cost consultations with attorneys, financial professionals and child- and elder-care-service specialists; and online resources.

Library staff are eligible for EAP services, as are their spouses, domestic partners and benefit-eligible dependents. Also eligible are Library of Congress Child Care Center staff and SecuriGuard guards.

Contact EAP counselors Rebecka Mevorah or Lisa Brown as follows:

Rebecka Mevorah

Mondays and Tuesdays, 9:30 a.m. to 3:30 p.m.

Email: RMevorah@espyr.com

Phone: (202) 707-6389 or (800) 869-0276, option 3

Lisa Brown

Wednesdays and Thursdays, 9:30 a.m. to 3:30 p.m.

Email: LBrown@espyr.com

Phone: (202) 707-6389 or (800) 869-0276, option 3

Call (800) 869-0276 to receive EAP services during other times – they are available 24 hours a day, seven days a week. Those with access to the intranet can visit the Human Capital Directorate's web page (<https://go.usa.gov/xvqJc>) for details. Those without intranet access can contact askHCD@loc.gov or (202) 707-5627. ■

Take Care of Your Health, Mental and Physical

The Library's chief medical officer offers advice for staff during the COVID-19 coronavirus pandemic.

BY SANDRA CHARLES

As the COVID-19 coronavirus pandemic progresses, we are bombarded with news, numbers and punditry of one sort or another. It can be overwhelming and stressful. The inability to control much of what is going on with the coronavirus creates anxiety and fear. However, there are many things that you can control.

The Centers for Disease Control and Prevention (CDC) has approved preventive measures (<https://go.usa.gov/xvaxG>) and policy changes that the Library has implemented that are very effective in slowing down this virus.

Coronaviruses are remarkably susceptible to soap, alcohol, disinfectants and heat; hence the handwashing, cleaning and disinfecting that are recommended are your first lines of defense. Social distancing of more than six to 10 feet, avoiding crowds and over-exposure to news coverage and getting information from credible, objective sources like the CDC are other ways to maintain control. Getting adequate nutrition, sleep and exercise are also things you can control.

We all react differently to stress, depending on our cultural background, our environment and our own unique makeup. The CDC tells us that groups most susceptible to high-stress reactions are older people and people with chronic diseases who are at a higher risk for COVID-19; children and teens; people who are helping to respond to COVID-19, like doctors, other health-care providers and first

responders; and people who have mental-health conditions, including problems with substance use.

Stress reactions may manifest as fear and worry about your own health and the health of your loved ones; changes in sleep or eating patterns; difficulty sleeping or concentrating; worsening of chronic health problems; and increased use of alcohol, tobacco or other drugs.

If you or someone you care about is feeling overwhelmed with emotions like sadness, depression or anxiety, or if you feel as if you want to harm yourself or others, please take action:

- Call the Library's Employee Assistance Program (EAP) hotline at (800) 869-0276 to speak with a counselor. See the story on the left-hand side of this page for more about EAP.
- Contact your local mental-health crisis hotline.
- Call 911 for a critical crisis.
- Contact the Substance Abuse and Mental Health Services Administration's disaster distress help line at (800) 985-5990, or text TalkWithUs to 66746. (TTY 1-800-846-8517).
- Visit the CDC website (<https://go.usa.gov/xvaaJ>) on managing anxiety and stress.

We can all take responsible actions to limit our personal risk, and I hope that you find this information helpful. Please reach out to the Health Services Directorate at hso@loc.gov or (202) 707-8035 if we can provide you with additional guidance or support. ■

Your Employee Personal Page (EPP) is at www.nfc.usda.gov/epps/

QUESTION & ANSWER



courtesy Zaneta Watson

Zaneta Watson

Zaneta Watson is acting head of the Production Control Section of the National Library Service for the Blind and Print Disabled.

Tell us a little about your background.

I've lived in the District-Maryland-Virginia area all my life. I attended high school at Takoma Academy in Takoma Park, Maryland, and then college at Bowie State University. I worked for a short time for the Prince Georges County Public school system and a few local businesses, then settled in at the Library of Congress.

What brought you to the Library, and what do you do?

I started as a facility services intern in 2006. Since then, I've had multiple jobs, contract specialist being the longest lasting. Now I'm located on Taylor Street and working in dual roles as acting head of the Production Control Section (PCS) of the National Library Service for the Blind and Print Disabled (NLS) and as the NLS' procurement analyst.

PCS is a unit within the Materials Development Division. We produce published works in accessible

braille and audio formats for our blind and print disabled patrons to enjoy.

How has your section responded to expanded telework during the pandemic?

We kick off our mornings in a Webex meeting room daily. Collectively, we lay out our tasks at hand and then get to work tackling them.

Currently, the PCS team is collaborating with our NLS divisional partners from the Collection Development, Bibliographic Control and Quality Assurance sections to create a new book production process that is 100 percent virtual.

Traditionally, physical print books have played an important role in our assignment process – we ship them to our producers for narration and transcription. Because we no longer have access to the office, we can no longer do that. This has created an opportunity to introduce use of ebooks to our producers. Although we're still in the early stages, we are optimistic. Using ebooks will allow PCS to keep its producers working and create new accessible content for our patrons to enjoy.

The unfortunate reality, however, is that although we are working

diligently to create this new virtual process, the coronavirus crisis has shuttered the operations of many of our producers. But all of the sections of our division are working hard to create solutions to leverage the capacity of our producers who are still active.

On a positive note, the spirit of teamwork is alive and well. The collaborating sections in our division continue to encourage one another, volunteer to take on projects and check on one another regularly. I believe this whole experience is bringing us closer together and strengthening our bond as a team.

How are you adjusting generally to expanded telework?

My daily commute couldn't be any better. I usually wake up minutes before I'm required to report for duty and then take the 15-second commute from my bed to a make-shift office space I've set up in the corner of my bedroom. I have yet to be late for work! This is my new reality. I sleep longer but still make it to work earlier (go figure). The downside is that I'm forced to stare at the same gray walls for nine to 10 hours a day every day, even on quarantine weekends, and I'm beginning to feel trapped.

Also, our PCS team is very close, and I miss the team terribly. It may be cliché to say we're a work family, but that's exactly what we are. Gone are the days of shouting over the cubicle walls to get fast answers and sharing hot sauce and snacks for mid-day energy. Network interruptions, dropped calls and virtual meetings with spotty connections are our new reality. But we persevere.

What is something your co-workers may not know about you?

Although I'm in my 30s, I have a sister who is 14 – my parents had a child late in life. People see us and often mistake her for my kid. One of the most trying things about social distancing has been not being able to see her often. I'm looking forward to returning to our normal way of life because I miss my family terribly. ■

Managing Records While Working Remotely

The Records Management Division offers guidance.

BY ASHLEY DAVIES AND LESLIE SHARP

It is important to remember that Library staff are responsible for managing records generated in the course of their work, regardless of the location they're working from.

Like many other Library staff members, the Records Management Division is teleworking now as part of the Library's response to the COVID-19 coronavirus pandemic. But we remain available to support you. We know the teleworking experience is new to a lot of people and that we are all in unfamiliar territory.

We have created a quick guide for managing records (<https://go.usa.gov/xv3sp>) during expanded telework that provides policy reminders as well as suggested records management tasks you can do to add variety to your day. Here are some highlights.

Records

Records Management cannot accept paper records or search requests at this time, so please hold these until we return to normal operations.

Records in all formats (paper and electronic) can be created and used off-site, but they must be brought back to the Library when you return. Ensure that any records you create or use are kept organized, safe and secure. If you are connected to the Library network and working with electronic records, save them to a shared drive or system, as usual.

If you create records that you cannot immediately store on a Library shared drive – for example, if they are on paper or if they're electronic and you're not connected to the Library network – keep them and bring them back to the Library when you

return, then file them appropriately. You can also email electronic records to your Library email account, but be sure to save them in the appropriate location when you return to the Library.

Email

Using your personal email for Library business should always be the exception, not the rule, but we're operating in unique circumstances now. If you are experiencing technical difficulties with Outlook, first contact the OCIO service desk (ocioservicedesk@loc.gov or (202-707-7727) to see if you can resolve them.

If you cannot, and you have to use your personal email account for Library business, be sure to forward or copy the email records to your Library email account. Under Library of Congress directive 5-810.2 (<https://go.usa.gov/xv3H7>), this must be done within 20 calendar days of their original creation or receipt, but it is best to do this immediately, so that you do not lose track.

Personally Identifiable Information

If you are working with sensitive personally identifiable information (PII) off-site, you must do so electronically over the Library network. Continue to limit PII access to authorized staff. PII cannot be transported in hard-copy format outside the Library. See Library of Congress regulation (LCR)

5-920 (<https://go.usa.gov/xv3tT>) and LCR 9-930, sections 5.B and 5.C. (<https://go.usa.gov/xv3tb>).

Tasks to Consider

Records Management Basic Awareness 2020 training, which all staff must complete by Sept. 11, can be done in LOC Learn (<https://loc.sumtotal.host/>) on a Library-issued or a personal computer (use Internet Explorer or Chrome).

Other activities require Library network access:

- Review general records management guidance (<https://go.usa.gov/xv3z3>) on the intranet.
- Work with your records liaison to update your office's file plan – ask us if you need the latest version. If you update your file plan, email it to us at records@loc.gov so that we can save a copy.
- Work with your records liaison to clean up your office's shared drive – just don't delete any records!
- Clean up your Library email account – all staff can delete personal, nonrecord and transitory emails. See the Annual Records Review and Cleanup Quick Guide (<https://go.usa.gov/xv3zK>) for details.

If you have questions or concerns about records management, the best way to reach us during this period is by Skype or email (records@loc.gov, adav@loc.gov, lesh@loc.gov). We can arrange phone calls upon request. ■

GET EASY, REMOTE SERVICES

- **Sign up for ONLINE BANKING**, visit LCFCU.org & at right, top corner of home page, **click** "NEW USER"

- **Download MOBILE BANKING** apps    direct or visit LCFCU.org/home/services/mobilebanking

- **Request a DEBIT CARD online** at LCFCU.org/home/deposits/checking/visa-atmcard or contact us

Federally insured by
NCUA

202-707-5852 or 800.325.2328

LIBRARY OF CONGRESS
FEDERAL CREDIT UNION 



OPERATIONS, CONTINUED FROM 1

health of your community as a priority.”

Among recent decisions, the Library is now limiting the number of staff who can be present in a Library building to 100 at any one time. Administrators also announced earlier this week that the Library continues to monitor local actions, such as the stay-at-home orders issued by Maryland, Virginia and Washington, D.C.

Given such orders, staff have asked whether they need documentation of essential status to come to the Library for authorized official business. They do not, but they should have a Library staff identification card in hand in case questions arise.

LAW LIBRARY, CONTINUED FROM 1

in the world. More specifically, PSD helps its users – Congress, the U.S. Supreme Court, federal courts and agencies and the public – find the legal resources they need.

“We help users here in D.C., across the country and around the world with questions at all levels of complexity,” Winston said.

PSD’s staff of reference librarians all have library science degrees, and most have law degrees as well. They guide researchers to legal materials in print and digital Law Library collections, subscriptions databases and other online resources and offer instruction on research methodologies. For congressional users, librarians locate legislative documents, court filings and other legal materials and provide guidance about how to perform complex legislative research.

When congressional users seek foreign, comparative or international law research and analysis, PSD refers them to the Law Library’s foreign law specialists. When they ask for analysis or interpretation of a U.S. legal question, PSD refers them to the Con-

gressional Research Service. Staff who are not performing ongoing critical work under supervisory guidance should notify their supervisors and get approval before coming to the Library to retrieve materials or carry out other critical work.

Parking has been made available in the Madison Building garage for staff who are approved to access Library buildings and who prefer to travel by car.

Most staff continue to telework in response to the pandemic. On Friday, the Library introduced additional temporary flexibility that will allow teleworking staff to use up to 20 hours of paid administrative leave (excused absence) during the two pay periods start-

ing on March 29 and ending on

April 25 if they are unable to work effectively because of school or daycare closures requiring them to provide care to dependent children, or if their caregiving responsibilities have changed because of the COVID-19 coronavirus pandemic.

More guidance related to the Library’s response to the pandemic appears elsewhere in this Gazette issue and is also available on the Library’s coronavirus intranet page (<https://go.usa.gov/xdtv5>) and on a public-facing staff page the Library has created (<https://go.usa.gov/xdtvQ>) to assist staff who do not have remote access to the Library’s network. ■

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